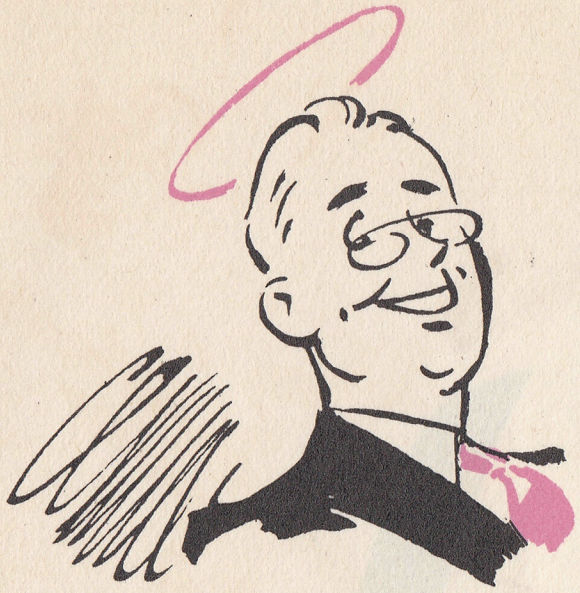


Memo:—

How to be
a
Super Secretary

PRIVATE
my BOSS



Your boss will never tell you!

You might ask your boss from now until doomsday to help you find your flaws, and still he'd be reluctant to admit you had them. Bosses are mighty loyal.

Just the same, you want to be better and better. And you wish he'd tell you just what an executive does expect from a Super-Secretary.

Well, we've found out for you

In order to find out from business executives the qualifications they would like a secretary to possess, Remington Rand sent Miss Olga Elkouri, renowned typist and secretary, on a nation-wide tour to interview hundreds of bosses and they all had a great deal to say. Yet, strangely enough, the essence of all their replies is covered by the few essentials, which you will find in this book.

Read the book now...then honestly rate yourself on the chart at the end. See where you need to improve and stick to it. Six months from now, rate yourself again. It's such steady, planned improvement that makes any girl the Super-Secretary!

Most of the things you've heard before but it makes a difference, doesn't it, to know the boss himself says they're important!

You save your glamour for evenings

Almost every executive mentions neat appearance and conservative clothes. So you, smart girl that you are, save your ultra-extreme costumes for after five, when you want to attract, not distract attention. The same rule goes for too obvious make-up and a too complicated hair-do.



Nor are you over-casual. Bobby socks, sloppy Joe sweaters and hair-bows may have their places, but not in the office.



Instead, you wear dresses that are simple in design, and suits that are tailored. You always look spotless, well pressed, neat, and scrubbed clean! And you find it good economy to pay MORE for business clothes than for any others in your wardrobe.

You are pleasant, even under strain

More executives hire secretaries for pleasant dispositions than for good looks. As one of them put it: "I need a secretary with an even disposition ...one who can stay cheerful even when I get grouchy, work piles up, and everything else goes wrong."



You never sulk in your tent

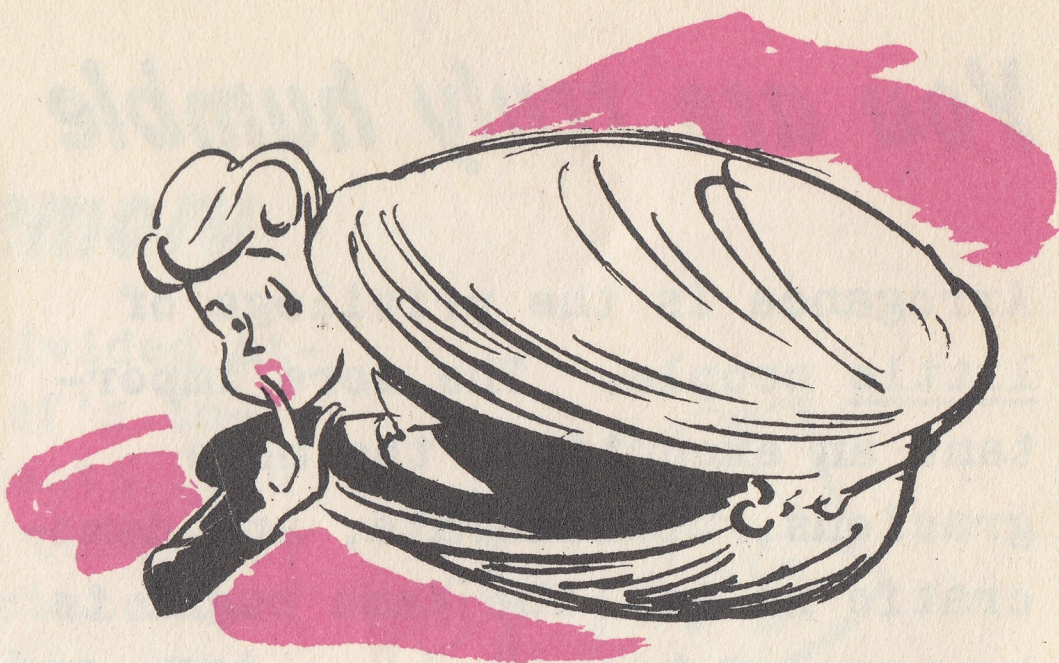
In the office you have just one mood...fair and sunny...you wear it no matter how you feel. You have a sense of humor that shrugs off minor irritations. You cultivate a pleasant manner and a friendly smile which you use for everyone, regardless of rank. And very early in your career you learn the advantages of tact.



You are a clam

You are silent
about your own
personal troubles
...about office

feuds and gossip. Above all, you are silent where business is concerned. This is a **MUST** if you are to be trusted. You never talk about your boss's business affairs to people who should not know them, or about any business matter outside the office.

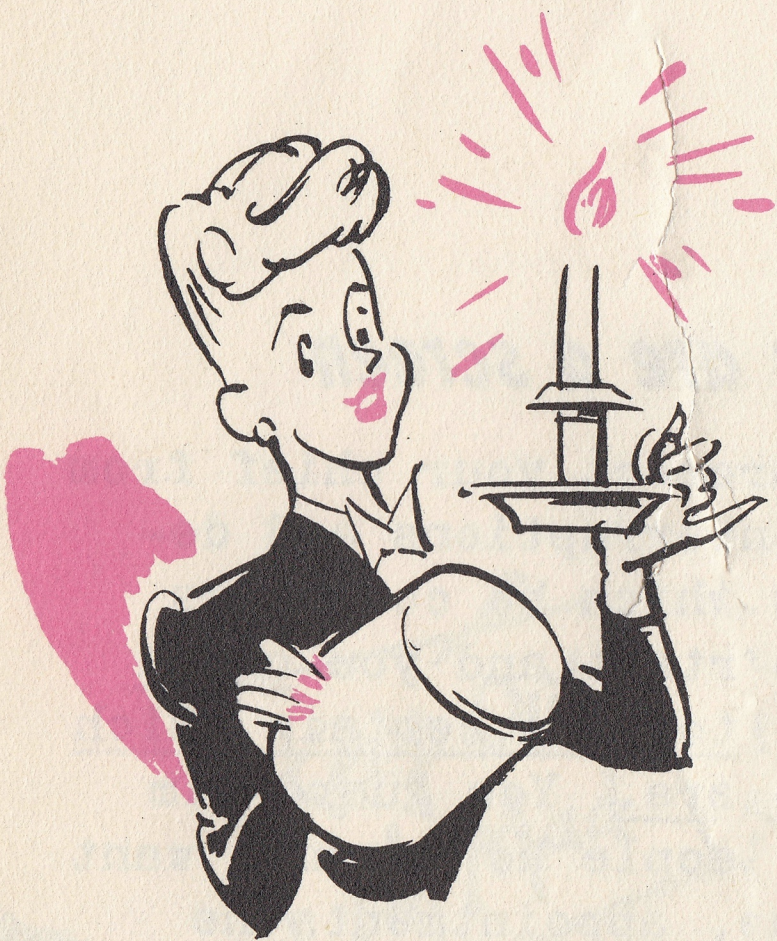
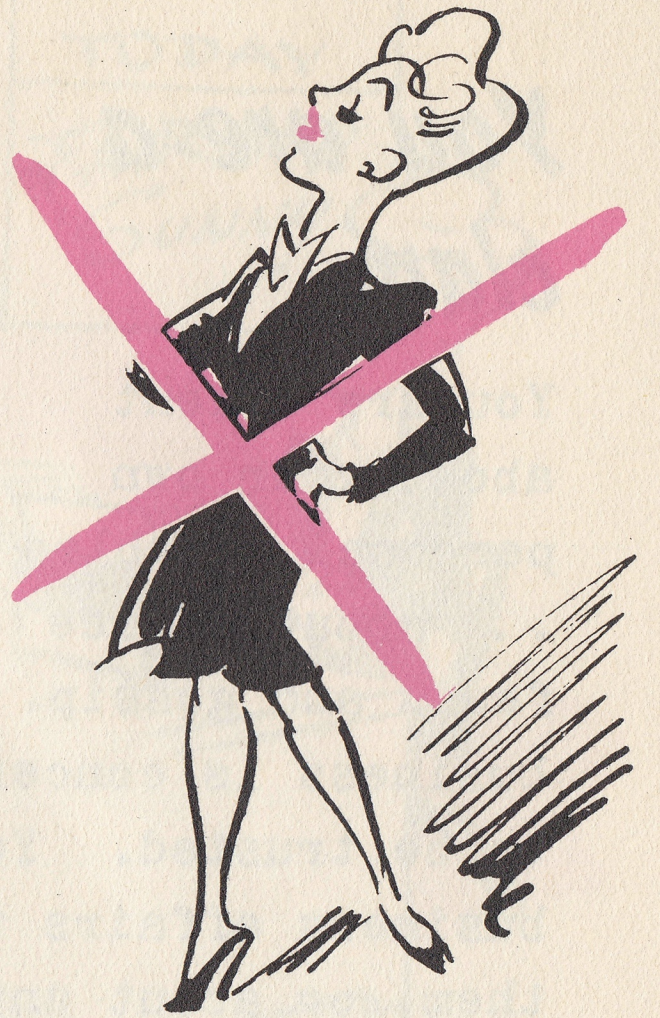


You are a screen

You protect your chief from the interruptions and details which he considers unimportant and you check first to make certain which these are. You guard him from people he doesn't want to see, appointments he doesn't want to make, details and routine work he doesn't want to attend to. And you keep checking to make sure you are doing right.

You are truly humble

Arrogance is the privilege of little people. The more important an executive, the more gracious, considerate, and democratic he is. The same ought to be true of his secretary. Your job is so big you cannot afford to be haughty. Be indispensable ...but don't let on you think that you are!



You hide your light

If you originate a good idea, you give the credit to your boss because you know when he advances you advance with him. You give credit to others when it is due...sometimes when it is not, just to keep them happy. You never "steal the show" because you don't have to...without your shouting it, word gets around that you are GOOD.

You have a steel trap memory

You listen with undivided attention to your chief's instructions and comments...so that you need to be told only once. You keep a notebook of his likes and dislikes, and detailed remarks on every new assignment that comes your way. You treasure that notebook as if it were pure gold ...it's the thing that makes him say with pride: "I never have to tell her twice."

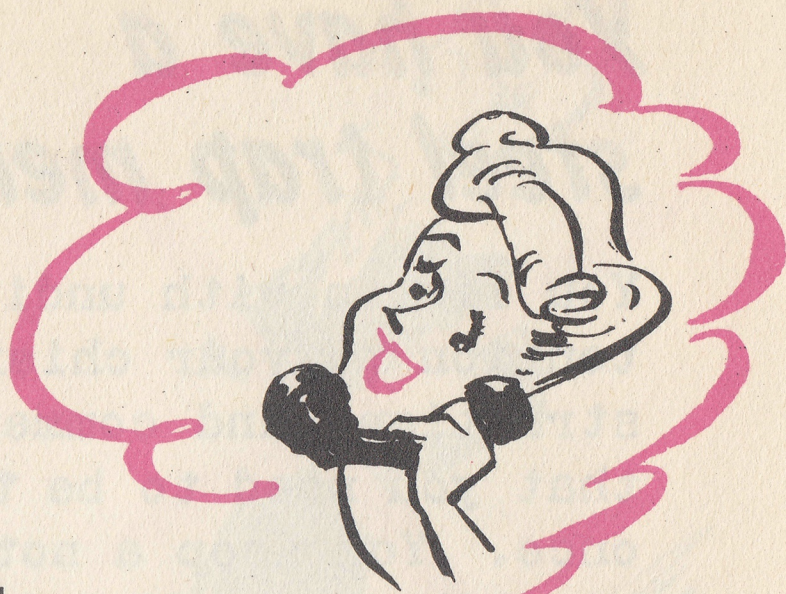


You are quick on the trigger

You think along with what the boss is saying, instead of day-dreaming. When he's away, you handle an emergency as he himself would do it. You're quick in anticipating smaller needs, too...in getting out a file...in making sure a promised enclosure is attached...in preventing errors of figures and dates...in calling his attention to necessary follow-ups.

You look beautiful over the telephone

Hundreds of men with plain secretaries have been startled to hear an outsider say: "Your secretary must be lovely... she certainly sounds beautiful over the phone." Isn't that a flattering way to have others speak about you?



One out of every two executives rated this telephone charm high in their qualifications for a super-secretary. Many added that a friendly voice over the telephone had added thousands of dollars to the business of their firm.

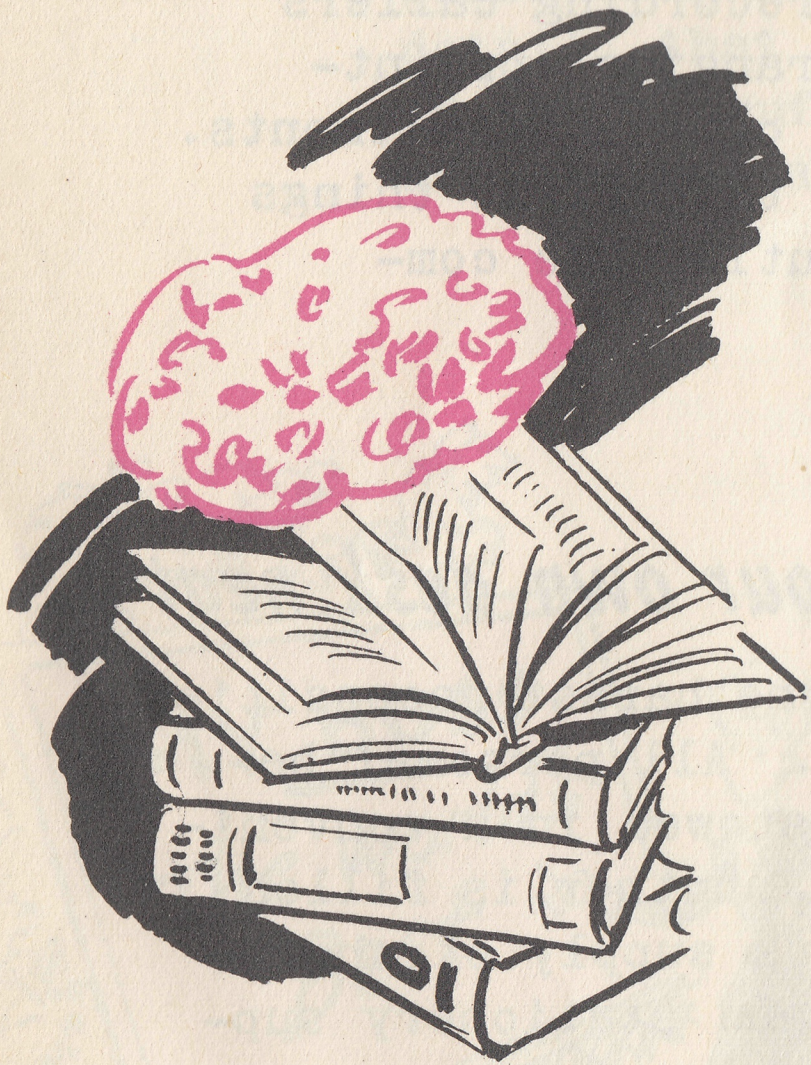
You can say "NO" with a smile

When you have to say "Mr. Smith is out", you add a note of explanation to the caller. And your voice implies "I'll do all that I possibly can to help". The person who seems unimportant today may be the firm's best customer tomorrow. Your tact over the telephone may have tipped the scale.



You are Johnny-on-the-spot

No one has ever called you a clock-watcher. You come to work on time and when it is necessary, you cheerfully work late. More important still, you give the impression of always being around when your boss needs you. When he is out of town you make a special effort to be in early, not only because of the effect on other workers but because you have double responsibility.



You soak up knowledge like a sponge

You soak up every bit of information about your business ...you learn its policies and abide by them because you know why they were put into effect. You keep adding to your general knowledge by supplementary and brush-up courses.

You are a good housekeeper

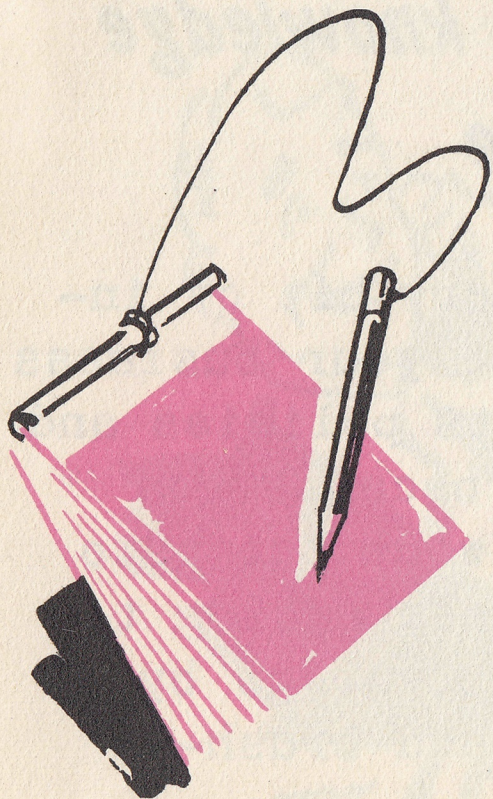
You keep your boss's desk and office neat...his calendar up-to-date, his desk supplied with sharp pencils, erasers and blotters, his pen filled. And you do it always, not just in streaks when the mood strikes you.

Check before you straighten his desk...some executives may have special preferences.



Your office habits are tidy

You keep a memorandum pad for recording callers and telephone messages, for arranging appointments and reminding your chief of his commitments. You organize office routine so that first things come first and all important duties are completed on time.



You keep your own desk neat

No more than the barest necessities appear on top. All personal belongings are stowed in a convenient drawer...another is filled with a generous supply of sharpened pencils and stationery supplies.

Your typewriter is your pride... you are meticulous about its care.

You are loyal

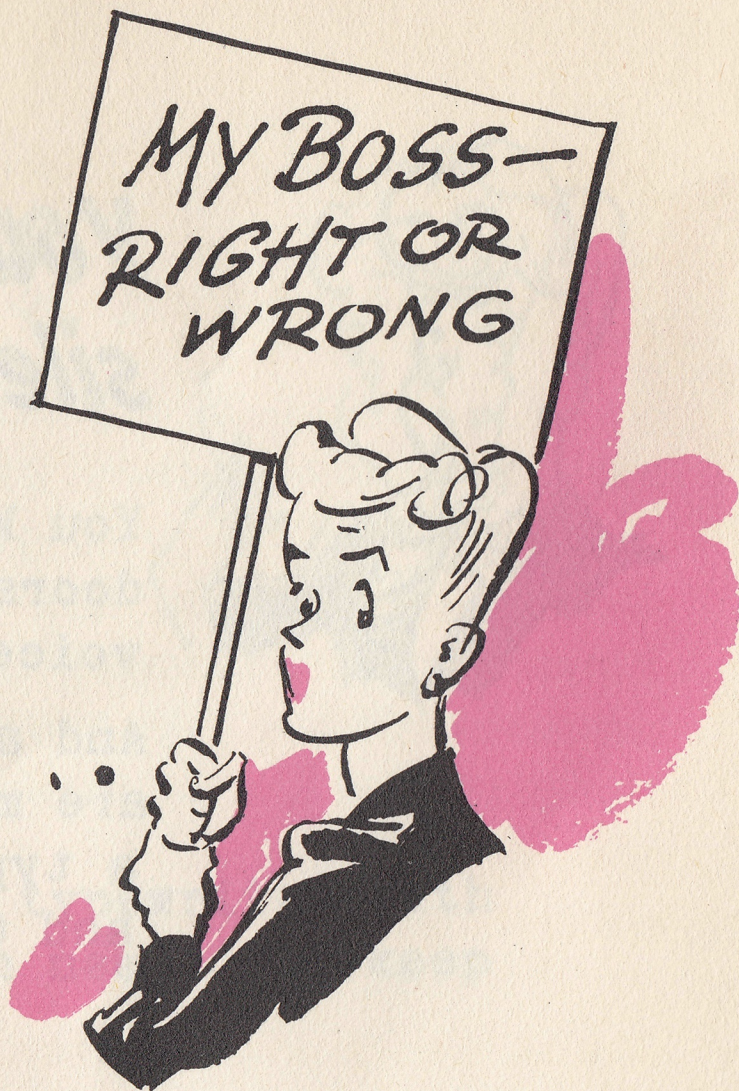
You put the interests of your boss first...even above your own. You speak of him always, to everyone, in terms of respect.

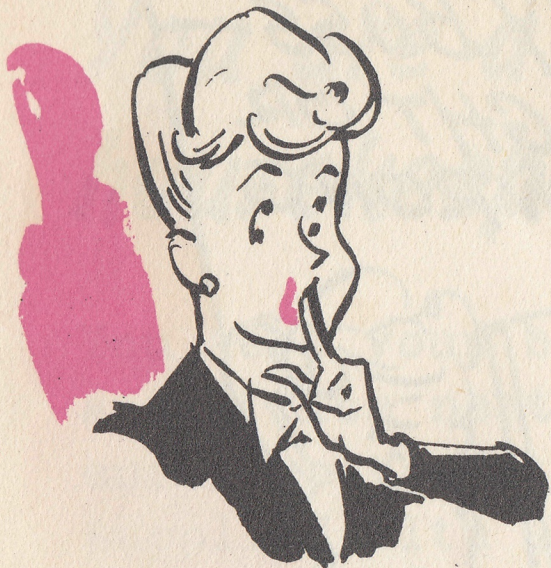
When you can prevent him from making mistakes, you do it without his being aware. When he makes them, you go to almost any length to smooth out the difficulties.

Even the best boss has human weaknesses. The good secretary knows what those weaknesses are and compensates for them. If he dislikes detail, that is your specialty... if he is gruff, you try more than ever to be tactful.

You are a one-woman publicity campaign. You carry the torch...give him encouragement when he is feeling low ...put up with his bad humor when he has to let off steam ...make him feel he's a pretty wonderful person.

One executive said: "I suppose my secretary has flaws, but I never see them. She is so loyal it makes up for everything else."





You know that silence is golden

You keep the office quiet...shut doors softly...speak in a low voice.

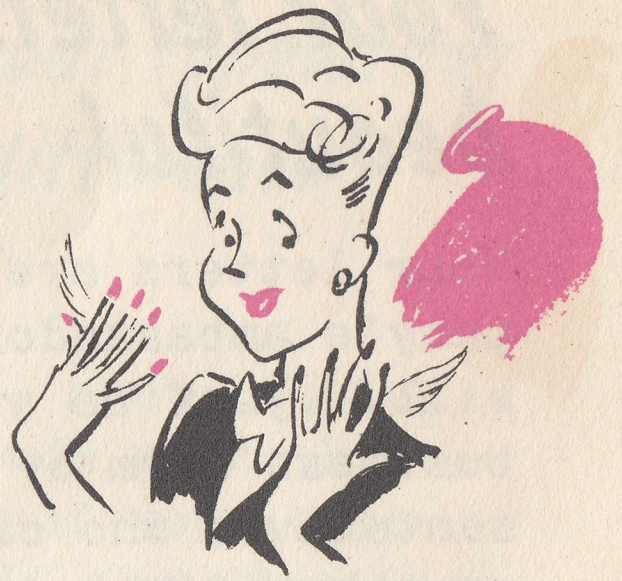
And as an executive's secretary you are more and more likely to adopt a typewriter superb in printwork and QUIET in its performance.

The NEW Remington Rand Model Seventeen is the perfect solution. Precision designed for speed, it prints swiftly and beautifully... at the feather-stroke of a touch. So quiet that you can keep on typing while your boss calls long distance. So versatile it can take the burden off much of your other office work, for it is specially equipped for making stencils, typing small file cards, ruling reports, typing statistics, and duplicating with carbons that are clear up to the twentieth copy!



You know your fingers must have wings

You know there is no substitute for speed when work piles up...and you take it on with flying fingers and a willing heart.



That's why you always choose a typewriter with the swift action and easy touch needed to keep pace with the furious tempo.

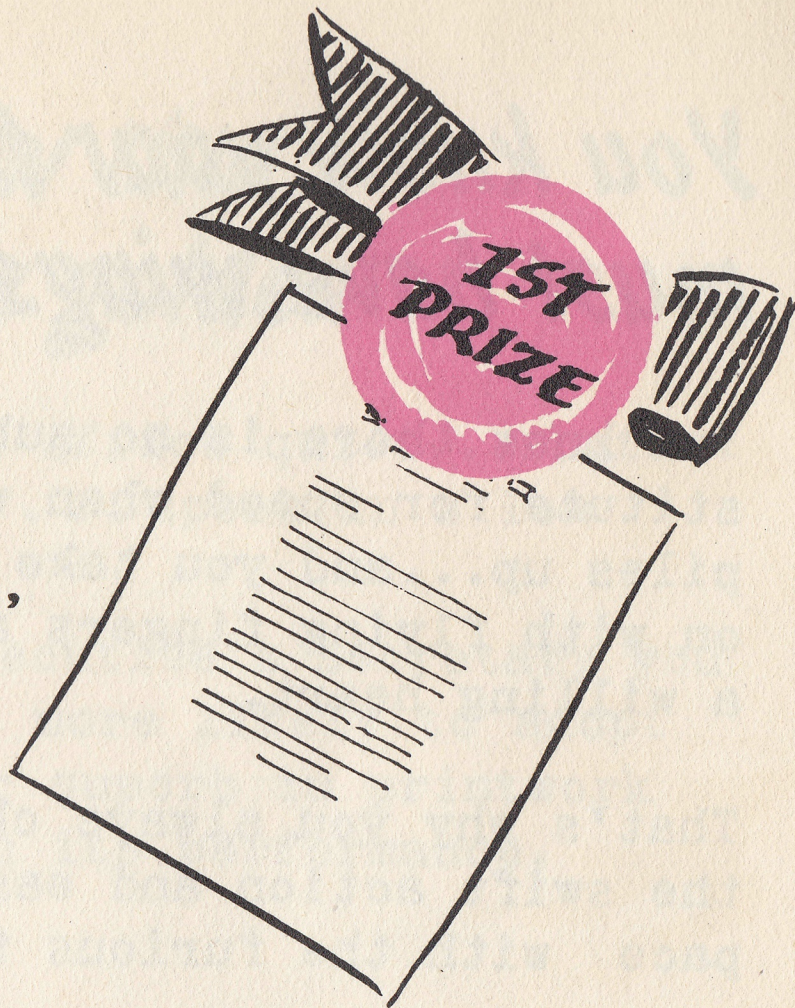


The NEW Remington Rand Seventeen is a miracle of speed and smoothness. Speedy because of its quickened type-bar action, its faster carriage return. Smooth because of its roller-bearing-mounted carriage TWO POUNDS LIGHTER, and its Personal Touch adjusted to you. The ten-inch writing line (a full inch wider than on other makes), plus the improved tabulator feature, let you turn out statistical reports as easily as letters. And the variable line spacer, the special alignment scale, put corrections and fill-ins exactly where you want them!

*A super-secretary is at her best
when she has a fine machine!*

Your letters are beautiful

Your letters are your company's ambassadors of good will....just as you judge a business firm by its representatives who call upon you, so other firms judge your company by the letters that you write.



Many executives remarked that they consider the quality of a secretary's typescript a major factor in evaluating her services.

Over and over, men have said: "Please include in your booklet a few hints on making letters beautiful!"

Here are the points to watch:

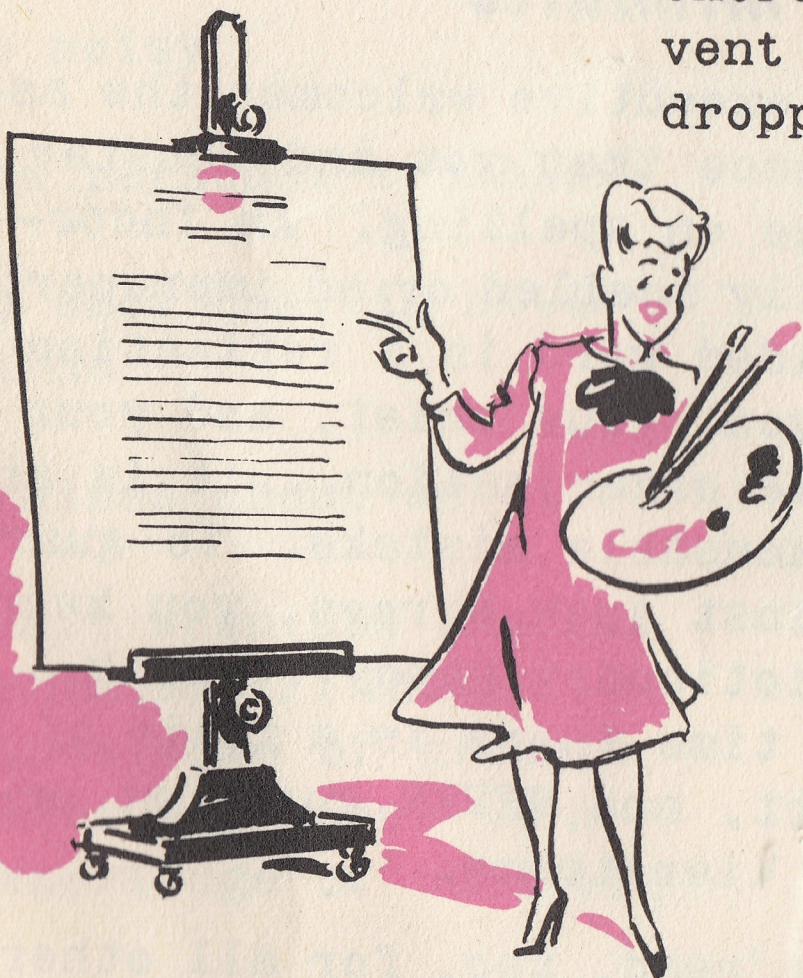
1. See that the letter is properly centered.
2. Make sure that the margins are as even as possible.
3. Learn to use the tabulator for statistical and other work.
4. Develop an even touch so that there is a uniform density of printwork...no light and dark type impressions to mar the beauty of the page.
5. Your letters are a reflection of your personality...don't release a letter until you have checked it and can say to yourself: "This is a job well done...it looks like me."

The care you give your typewriter can make a lot of difference



Of course, neat looking work depends upon the condition of your typewriter. If the type-face is filled or the machine action is sluggish from accumulation of dirt, your work can't help being inferior.

1. Dust your typewriter daily, morning and night.
2. Dust underneath so that air circulation can't carry particles from beneath up into the inner mechanism of the typewriter.
3. In erasing, move carriage to extreme right or left to prevent erasure particles from dropping into the machine.



4. Keep your typewriter covered when not in use.
5. Clean type every day with a stiff brush.

Follow these simple suggestions...it takes but a few minutes daily...and you can feel as proud of your letters as a painter of his portraits. They will be true works of art.

You know how to file and find correspondence

Even though filing may not be one of your duties, you know its fundamentals. You're a better secretary if you can promptly produce correspondence that your boss needs. Nothing is so irritating as to have to keep a long distance caller waiting while the secretary searches for a letter, or to be told blankly that "the file can't be found".



You and Webster are intimates

The executive welcomes the assurance that you and Webster agree on spelling. An incorrectly spelled or an improperly divided word is a reflection on you, your chief, and your whole organization...it is an inexcusable mistake. To guard against such errors, you keep a dictionary handy...check any time there is a shade of doubt, and NEVER guess at unfamiliar terms.

Proofread, too, for all other errors BEFORE you submit a letter for signature.



Bosses' Pet Peeves



Chews gum

Tactless in correcting others...even the boss

Too much make-up

Brags about being secretary to a "big shot"

Argues

Too bossy

A trouble-maker among co-workers

Smokes at her desk

B O (please do something about this!)

Loses papers when she cleans up desk

Hair untidy

Feels exempt from office rules

Bobby socks

Swears...(this should be the boss's privilege)

Doesn't check letters or reports

Her slip always shows

Too noisy

Not lady-like enough

Airs personal troubles

Egotistical...smart but not smart enough to hide it

Too emotional in attitude

Careless about details

Comes in late, goes early, takes too long for lunch

Gloats when she changes phrases...thinks knowledge of grammar more important than knowledge of business

Moody...so cross at times she makes life disagreeable for everyone...including the boss

Never around when she's wanted



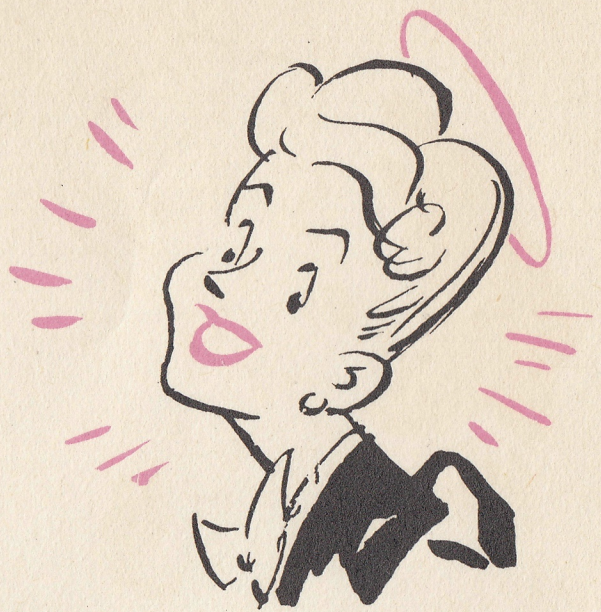
How nearly a Super-

Rate yourself now...then check
this list six months later.

		<u>Points</u>	<u>Your Score</u>
1. <u>You are well dressed</u>		10	_____
Appropriate dress	3		
Grooming	3		
Personal neatness	4		
2. <u>You are pleasant</u>		10	_____
Even tempered under strain	2		
Take criticism without resentment	2		
Sense of humor	2		
Control moods	2		
Control temper	2		
3. <u>You are a clam</u>		10	_____
Silence concerning business affairs...(this is a MUST)	7		
Silence concerning personal troubles	1		
Silence concerning office feuds and gossip	2		
4. <u>You are a screen</u>		10	_____
Relieve chief of detail	4		
Successfully protect him from unimportant interruptions	3		
Compose letters you are qualifed to handle	3		
5. <u>You are truly humble</u>		10	_____
Pleasant toward associates	3		
Pleasant toward outsiders	3		
Perform personal duties for boss cheerfully	2		
Allow boss to take credit for your work	2		
6. <u>You have a steel-trap memory</u>		10	_____
Remember instructions	4		
Remember names and faces	3		
Remember routine details	3		
7. <u>You are quick on the trigger</u>		10 _{of}	_____
Initiative in an emergency	2		
Assemble data before your boss calls for it	2		
Understand material dictated	2		
Alert to prevent errors	2		
Always check figures and dates	2		
8. <u>You have telephone charm</u>		10	_____
Voice pleasant...tone clear	4		
Telephone tact	4		
Obtain accurate information over phone	2		

Secretary are YOU?

See how much you gain when you plan improvement . . . and stick to it!



		<u>Points</u>	<u>Your Score</u>
9. <u>You are Johnny-on-the-spot</u>		10	_____
There when boss wants you	3		
On time consistently	3		
Prompt in answering buzzer, telephone	2		
Work late cheerfully when necessary	2		
10. <u>You soak up knowledge</u>		10	_____
Understand and abide by company policies	3		
Study supplementary courses	2		
Increase your fund of general information	2		
Continually improve your knowledge of the business or profession of which you are a part	3		
11. <u>You are a good housekeeper</u>		10	_____
Keep boss's office in order	3		
Keep your own desk and typewriter in order	2		
Organize efficient office routine	3		
Always have necessary supplies on hand	2		
12. <u>You Are Loyal to Your Boss</u>		10	_____
Put his interests first	4		
Tactfully prevent difficulties	2		
Smooth them out when they occur	2		
Speak of him always in terms of respect and admiration	2		
13. <u>Your letters are a work of art</u>		15	_____
Uniform printwork	3		
Even margins	2		
Well centered	2		
No smudges	2		
Correct spelling	2		
Correct grammar	2		
Correct punctuation	2		

135 points

Your total here _____

Your score:	120	You are a Super-Secretary!
	107	You're good, but not Super.
	96	Better than average.
	82	Lots of competition down here.
	70	You'd better study!

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